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February 15, 2002

April Mulqueen
Assistant Director, Telecom Division
Massachusetts Department of Telecommunications and Energy
One South Station
Boston, MA 02110

Re: Investigation by the Department of Telecommunications and Energy on its own
Motion, Pursuant to G.L. c. 159, §§ 12 and 16, into the regulations, practices,
equipment, appliances, and service of Broadview Networks, Inc. - D.T.E. 02-14

Dear Ms. Mulqueen:

I have been asked by Broadview Networks, Inc. ("Broadview") to appear as counsel on its behalf in the above-referenced proceeding. As you know, Broadview was directed only last evening to appear at a hearing on Tuesday, February 19, 2002. I note that this amounts to advance notice of only one (1) business day, which we believe is inadequate. Nevertheless, we are doing our best to prepare for the hearing; but, certain information from you is required to enable us to respond.

Thus, please treat this as a formal data request from Broadview to the
Department:

Broadview Data Request No. 1:

Please provide a list of the customers that have complained to the Department concerning the discontinuance of Net2000 services and/or the replacement services proposed by Broadview. Please include the name of the customer, customer address, name of any individual point of contact, such contact's telephone/facsimile/e-mail address, and the date of any such complaint.

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Please provide this information by 5:00 p.m. today, Friday, September 15, 2002. I would appreciate receiving the response by e-mail at bmutschelknaus@kelleydrye.com or facsimile at (202) 955-9792.

We realize that the requested turnaround time is short, but the deadline is necessitated by the short notice of the hearing.

Sincerely,

Brad E. Mutschelknaus

cc: Jack Sullivan, Broadview